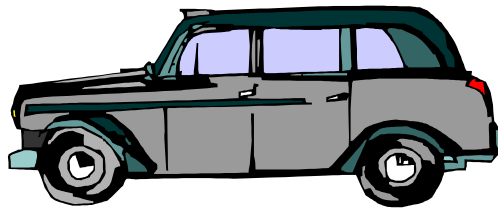


**DEPARTMENT OF TRANSPORTATION
BUREAU OF FIELD SERVICES**

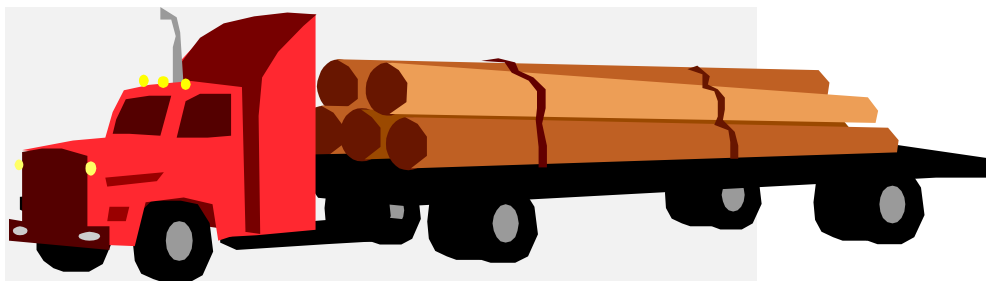


**STUDY GUIDE
BOOKLET**



**TRANSPORTATION CUSTOMER
REPRESENTATIVE 1 & 2 FIELD**

CIVIL SERVICE EXAM



INTRODUCTION

The exam for Transportation Customer Representative 1 & 2 Field has been developed based on knowledge and skills that will be needed to successfully perform the duties of a Transportation Customer Representative 1 Field or 2 Field.

The Department of Transportation, Bureau of Field Services, has prepared this booklet to give candidates the opportunity to prepare for the exam.

Many people have never taken a Transportation Customer Representative 1 & 2 Field exam, or may have taken an exam that is different than this one. Most people tend to be fearful of and worried by the unknown. This booklet is intended to inform you about the form and style of the Transportation Customer Representative 1 & 2 Field examination.

By studying this booklet, you can familiarize yourself with the instructions for taking the exam and the types of questions asked. After studying this booklet, you should be more relaxed about the exam and should be able to concentrate all your efforts on it without worrying about what types of questions you will be asked.

This booklet contains the test instructions (including the Applicant Identification Sheet and Answer Sheet), some suggestions about taking exams, information about typical question formats, and sample questions.

EXAMINATION TAKING TIPS

Before the Exam

- ◆ Carefully read the job announcement. The skills and knowledge listed in the announcement are the areas which will be covered on the exam.
- ◆ Complete an application form. You will need to take it with you to the exam center.
- ◆ Make sure you have at least two #2 pencils, sharpened.
- ◆ Bring a form of positive identification. It must contain your signature and preferably your photo (e.g. driver's license, a credit card with your signature, any other photo identification with your signature). You will need this to be admitted to the exam.
- ◆ Get a good nights rest before the exam.
- ◆ Relax before the exam. Try not to worry about the exam.
- ◆ Allow adequate time to get to the place where the exam will be given, well before the starting time. Parking may be a problem.
- ◆ Wear comfortable clothing.

During the Exam

- ◆ When you arrive at the exam site: sit down, relax and organize the materials you brought with you (pencils, erasers, etc.)
- ◆ Listen carefully to the instructions given by the proctor.
- ◆ Carefully complete preliminary form (example on page 11).
- ◆ When you are told to begin, read the instructions that precede the exam and any specialized instructions that precede a section of the exam.

- ◆ Plan to go through the exam twice. The first time through, answer the questions you know. If you skip questions, be sure to skip the corresponding answer spaces. The second time through, answer all remaining questions.
- ◆ DO NOT leave any unanswered questions. There is no penalty for guessing. It is better to guess than to leave answers blank.
- ◆ Read the entire question and all of the alternatives before selecting your answer.
- ◆ Questions are not intended to be “tricky”. The wrong answers are intended to be wrong. Sometimes you may feel that if an answer is too easy and too obvious, there must be a hidden meaning. Do not look for tricks and miss the right answer.
- ◆ Take time to be careful. You will have approximately 3½ hours to take the exam. The time is sufficient for most candidates to finish the exam. However, it is a good idea to check your time regularly and pace yourself. Spending too much time on some questions may cause you to run out of time.
- ◆ Be careful when marking the answer on the machine scored answer sheet. It is easy to make a mistake and blacken the wrong circle. For example, the test taker knows the answer is ‘A’ but marks ‘B’ on the answer sheet due to carelessness or hurrying.
- ◆ Rushing may cause you to make mistakes.
- ◆ Think positively; believe in yourself and your ability to do well on the exam.

STANDARD MULTIPLE CHOICE QUESTION FORMAT

The questions in the exam are written in a multiple-choice format.

The statement describes the task you must do to answer the question. Your first step should be to read the statement and to understand the task your question involves. Your goal is to identify the “best answer” or the “most advisable course of action”.

After you understand the statement and what is being asked in the question, then read each choice. Select the one that you believe is most likely to be the best answer and record it on the answer sheet. Studies show that careless recording of selected answers can be a major source of lower scores.

As you read the exam items, you should look for the single best answer from those choices available. You may think of a different, better alternative, not listed; however, in the examination, you should select the best answer from the available choices.

If you have no idea which of the choices is best, then perhaps you might want to postpone answering until you have gone through the rest of the questions. If you are still not sure at that time, then you should make a guess.

SKILLS AND KNOWLEDGE AREAS

Following is a general discussion of several types of questions which you might find on the TCR exam. Do not memorize these examples, as they will not appear on the actual Transportation Customer Representative 1 & 2 - Field exam.

Customer Service Questions

These questions require an awareness of how to deal effectively with people in a variety of typical motor vehicle customer service-related situations. Giving traffic law and sign recognition tests, taking photos of driver license customers, issuing driving instruction permits, driver licenses, motor vehicle registrations, titles and license plates are all examples of activities involving the Transportation Customer Representative 1 & 2 - Field and the public. A candidate who has sensitivity when dealing with people should be able to select the correct answers to these questions without possessing any special motor vehicle knowledge or experience.

EXAMPLE:

Situation: As an employee, you encounter a customer who becomes very verbal and disagreeable as you begin to inform the customer that you cannot process his application.

1. Apologize and ask to assist the next person in line.
2. Recite the written procedure which does not allow you to process the application.
3. Explain why the application cannot be processed, apologize for any inconvenience, and offer any alternatives that may exist.
4. Tell the customer he is creating a disturbance and must leave immediately.

1. What is the best action you could take in this situation?
 - a. 1
 - b. 2
 - c. 3
 - d. 4

The correct answer is: c 1. (A) (B) ● (D)

2. What is the worst action you could take in this situation?
 - a. 1
 - b. 2
 - c. 3
 - d. 4

The correct answer is: d 2. (A) (B) (C) ●

Math Skills Questions

These questions are designed to test your ability to perform basic math computations such as addition, subtraction, multiplication and division.

EXAMPLE:

1. If station “A” processes 1000 applications per day, station “B” processes 750 applications per day, station “C” processes 900 applications per day, station “D” processes 800 applications per day, what percentage of the total applications were processed by station “C”?

- a. 38 %
- b. 21 %
- c. 45 %
- d. 26 %

The correct answer is: d. 1. ☐ a ☐ b ☐ c ☒

2. The renewal fee for a car is \$45 annually, for a truck the fee is \$60 annually, for a motorcycle the fee is \$25 annually. A company owns 4 cars, 8 trucks and 2 motorcycles. What will it cost the company for renewal fees on all of its vehicles annually?

- a. \$610
- b. \$685
- c. \$710
- d. \$750

The correct answer is: c 2. ☐ a ☐ b ☒ c ☐ d

Making Change Questions

These questions may test your skills at making correct change from various denominations of money submitted for fees.

EXAMPLE:

CUSTOMER NUMBER	MONEY YOU RECEIVE	AMOUNT OWED BY CUSTOMER
A	\$20, \$10, \$1	\$21.50
B	\$50, \$10, \$5, 25¢	\$62.21
C	\$20, \$20, \$20	\$54.51

1. The correct change for customer A is:

- a. 1 - \$5, 4 - \$1, 2 - 25¢
- b. 1 - \$5, 2 - \$1, 1 - 25¢
- c. 4 - \$1, 2 - 25¢
- d. 2 - \$5, 1 - \$1, 1 - 25¢

The correct answer is : a 1. ☒ ☐ (b) ☐ (c) ☐ (d)

2. The correct change for customer B is:

- a. 2 - \$1, 4 - 1¢
- b. 3 - \$1, 4 - 1¢
- c. 1 - \$5, 1 - 5¢
- d. 3 - \$1, 1 - 1¢

The correct answer is: b 2. ☐ (a) ☒ ☐ (c) ☐ (d)

3. The correct change for customer C is:

- a. 1 - \$10, 1 - \$5, 1 - 25¢, 2 - 10¢, 4 - 1¢
- b. 1 - \$10, 4 - \$1, 1 - 25¢, 2 - 10¢, 4 - 1¢
- c. 1 - \$5, 1 - 25¢, 2 - 10¢, 4 - 1¢
- d. 4 - \$1, 2 - 25¢, 2 - 10¢, 4 - 1¢

The correct answer is: c 3. ☐ (a) ☐ (b) ☒ ☐ (d)

Reading Comprehension Questions

There are some questions in the test which involve interpreting and/or comprehending reading material. The exam statement in each of these questions starts with a text of reading material. This is followed by a question which asks you to interpret the text or to draw a conclusion from it. You should answer the question based solely on information contained in the text. No training or experience in motor vehicle laws is needed to answer these questions. The answer is contained in the text which is given.

In answering the reading comprehension questions, first read the text carefully and thoroughly so that you understand what it means and can interpret it.

Next, read the question following the text and identify what information is required to answer the question. If necessary, look back at the text so you understand exactly what the text says in regard to the question.

Then read each of the choices. Decide which choice is the best answer; that is, which choice, in your judgment, is clearly in agreement with the text. Record it on the answer sheet.

NOTE: Although you may think you know that a certain choice is the best answer on the basis of your past experience, you must base your answer on what it says in the text rather than on your outside knowledge. The text controls the choice of answers even though you may not agree with the text. The following are some accepted techniques to use on reading comprehension questions.

- Read the text for the main idea.
- Note the significant phrases and ideas.
- Look out for words that change or qualify the meaning of a question or statement: for example; not, always, never, sometimes, maybe, perhaps, etc.
- Base your answers on the text presented in the examination, not on your personal knowledge or views.

EXAMPLE:

Every employment agent shall keep a register or registers, approved by the Secretary, in which shall be entered, in the English language, the date of any application for employment, the name and address of the applicant, the amount of the fee received, and whenever possible, the names and addresses of former employers or persons to whom such applicant is known, and the final disposition of the applicant's case, and in case of applicants under twenty-one years of age for employment, the age of the applicants and the names and addresses of parents or guardians; a similar record of all applications of employers seeking employees, the date of such application, the kind of help required, the names of the persons sent, the record of the ones so sent, if any, who were employed as a result thereof, the amount of the fee received, and the rate of wages agreed upon.

It shall be the duty of the employment agent, whenever possible, to communicate, orally or in writing, with at least one of the persons mentioned as references by any applicant for work in private families, or to be employed in a trustee capacity, and the result of such investigation shall be kept on file in such agency: Provided, that if the applicant for help voluntarily waives, in writing, such investigation of references, the employment agent shall not be required to do so.

Of the following titles for the preceding regulation, the best one would be:

- a. employment agent records.
- b. reference requirements.
- c. name and address files.
- d. clearance procedures.

The correct answer is: a. 1. ¹ ☒ ² ☐ ³ ☐ ⁴ ☐

Matching/Accuracy Questions

Working as a Transportation Customer Representative Field requires accurate entry of information to computer records.

These questions are designed to test your ability to convert and compare information for accuracy. Compare the information in the source document with the information on the computer screen section.

EXAMPLE:

Source document:	
NAME:	Naomi Johnsen
ADDRESS:	47850 N. Wilson Street Sullivan, WI 63548
EXP:	08/24/2004
ID#:	45690327812H
Computer Screen	
ID #	1. 45660327812H
EXP:	2. 08/24/2003
Name:	Naomi Johnson
Address:	47850 W. Wilson Street Sullivan, WI 63548

How many errors are there between the two sources of information?

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5

The correct answer is: d. 1. (a) (b) (c) (d) (e)

SAMPLE FORMS

On the next page are samples of forms you will be asked to fill out at the exam center.

STATE OF WISCONSIN GENERAL PURPOSE RECORD
DEPARTMENT OF EMPLOYMENT RELATIONS - DIVISION OF MERIT RECRUITMENT AND SELECTION

SIDE 1

TEST TITLE _____

TEST DATE _____

EXAM CITY _____

TEST ID NUMBER _____

LAST NAME (PRINT)												FIRST NAME												MI
JONES												ALICE												L
A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		
B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B		
C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C		
D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D		
E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E		
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F		
G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G		
H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H		
I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J		
K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K		
L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L		
M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M		
N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N		
O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O		
P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q		
R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R		
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S		
T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T		
U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U		
V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V		
W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W		
X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z		

SOCIAL SECURITY NUMBER											
5	4	2	0	8	9	6	2	1			
0	0	0	0	0	0	0	0	0	0	0	0
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8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9

VETERANS	
VETERAN?	
YES <input type="radio"/>	NO <input checked="" type="radio"/>
DISABLED-	
VETERAN?	
YES <input type="radio"/>	NO <input type="radio"/>

DATE OF BIRTH			
MONTH	DAY	YR.	
JAN <input type="radio"/>			
FEB <input checked="" type="radio"/>	24	67	
MAR <input type="radio"/>	00	00	
APR <input type="radio"/>	11	11	
MAY <input type="radio"/>	22	22	
JUN <input type="radio"/>	33	33	
JUL <input type="radio"/>	44	44	
AUG <input type="radio"/>	55	55	
SEP <input type="radio"/>	66	66	
OCT <input type="radio"/>	77	77	
NOV <input type="radio"/>	88	88	
DEC <input type="radio"/>	99	99	

MALE <input type="radio"/>
FEMALE <input checked="" type="radio"/>

ETHNIC GROUP
<input type="radio"/> Black (not of Hispanic origin)
<input type="radio"/> Asian or Pacific Islander (includes Indian subcontinent origin)
<input type="radio"/> American Indian or Alaskan Native
<input type="radio"/> Hispanic (Mexican/Puerto Rican/Cuban or other Spanish culture)
<input checked="" type="radio"/> White (not of Hispanic origin)

EDUCATION LEVEL (CHECK ALL 4 Y=YES, N=NO)	
GRADUATED FROM HIGH SCHOOL?	<input checked="" type="radio"/> Y <input type="radio"/> N
GRADUATED FROM 1-2 YR. COLLEGE?	<input type="radio"/> Y <input checked="" type="radio"/> N
GRADUATED FROM 4 YR. COLLEGE?	<input type="radio"/> Y <input checked="" type="radio"/> N
POST BACHELORS DEGREE COURSES?	<input type="radio"/> Y <input checked="" type="radio"/> N

DO NOT WRITE IN THIS BOX											
0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2
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4	4	4	4	4	4	4	4	4	4	4	4
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8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9

USE PENCIL ONLY —
NUMBER 2 OR SOFTER
MAKE NO STRAY MARKS
ERASE MISTAKES COMPLETELY

MARK YOUR ANSWERS ONLY
WITHIN THE CIRCLES AS SHOWN
IN THE EXAMPLES TO THE RIGHT

EXAMPLE	
281	(A) (B) (C) (D) (E)
282	(A) (B) (C) (D) (E)
283	(A) (B) (C) (D) (E)
284	(A) (B) (C) (D) (E)
285	(A) (B) (C) (D) (E)

1 A B C D E
2 A B C D E
3 A B C D E
4 A B C D E
5 A B C D E

51 A B C D E
52 A B C D E
53 A B C D E
54 A B C D E
55 A B C D E

101 A B C D E
102 A B C D E
103 A B C D E
104 A B C D E
105 A B C D E

151 A B C D E
152 A B C D E
153 A B C D E
154 A B C D E
155 A B C D E

201 A B C D E
202 A B C D E
203 A B C D E
204 A B C D E
205 A B C D E

SIDE 2
251 A B C D E
252 A B C D E
253 A B C D E
254 A B C D E
255 A B C D E

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58 A B C D E
59 A B C D E
60 A B C D E

106 A B C D E
107 A B C D E
108 A B C D E
109 A B C D E
110 A B C D E

156 A B C D E
157 A B C D E
158 A B C D E
159 A B C D E
160 A B C D E

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208 A B C D E
209 A B C D E
210 A B C D E

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258 A B C D E
259 A B C D E
260 A B C D E

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111 A B C D E
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124 A B C D E
125 A B C D E

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174 A B C D E
175 A B C D E

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79 A B C D E
80 A B C D E

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130 A B C D E

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179 A B C D E
180 A B C D E

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279 A B C D E
280 A B C D E

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35 A B C D E

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84 A B C D E
85 A B C D E

131 A B C D E
132 A B C D E
133 A B C D E
134 A B C D E
135 A B C D E

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182 A B C D E
183 A B C D E
184 A B C D E
185 A B C D E

231 A B C D E
232 A B C D E
233 A B C D E
234 A B C D E
235 A B C D E

281 A B C D E
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283 A B C D E
284 A B C D E
285 A B C D E

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37 A B C D E
38 A B C D E
39 A B C D E
40 A B C D E

86 A B C D E
87 A B C D E
88 A B C D E
89 A B C D E
90 A B C D E

136 A B C D E
137 A B C D E
138 A B C D E
139 A B C D E
140 A B C D E

186 A B C D E
187 A B C D E
188 A B C D E
189 A B C D E
190 A B C D E

236 A B C D E
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239 A B C D E
240 A B C D E

286 A B C D E
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289 A B C D E
290 A B C D E

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44 A B C D E
45 A B C D E

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92 A B C D E
93 A B C D E
94 A B C D E
95 A B C D E

141 A B C D E
142 A B C D E
143 A B C D E
144 A B C D E
145 A B C D E

191 A B C D E
192 A B C D E
193 A B C D E
194 A B C D E
195 A B C D E

241 A B C D E
242 A B C D E
243 A B C D E
244 A B C D E
245 A B C D E

291 A B C D E
292 A B C D E
293 A B C D E
294 A B C D E
295 A B C D E

46 A B C D E
47 A B C D E
48 A B C D E
49 A B C D E
50 A B C D E

96 A B C D E
97 A B C D E
98 A B C D E
99 A B C D E
100 A B C D E

146 A B C D E
147 A B C D E
148 A B C D E
149 A B C D E
150 A B C D E

196 A B C D E
197 A B C D E
198 A B C D E
199 A B C D E
200 A B C D E

246 A B C D E
247 A B C D E
248 A B C D E
249 A B C D E
250 A B C D E

296 A B C D E
297 A B C D E
298 A B C D E
299 A B C D E
300 A B C D E

INSTRUCTIONS FOR USE OF BROWN ANSWER SHEET

IMPORTANT: Read these instructions thoroughly before taking this examination.

1. Read each question and its lettered answers. Choose the **ONE** best answer or phrase that correctly answers the question and blacken the corresponding circle ON THE ANSWER SHEET.
2. The following sample question is provided to help you understand the answering procedure.

TEST BOOKLET	ANSWER SHEET
1. Madison is the capital of:	
a. Illinois	1 2 3 4 5
b. Michigan	
c. Minnesota	1. (a) (b) (c) (d) (e)
d. Wisconsin	

Since "d" is the correct choice, the circle containing "d" is blackened.

3. Be sure that the question number on the answer sheet matches the question number in the booklet.
4. This examination will be machine scored. In order to do this, the questions must be answered with an ordinary No.2 pencil. If you did not bring a No.2 pencil with you, ask the proctor for one.
5. **IMPORTANT:** Make your marks HEAVY, BLACK, and completely fill in the circle. ERASE COMPLETELY any answers you wish to change. There should not be any stray marks on your answer sheet.
6. **NOTE:** The questions in this examination are numbered in order, beginning with the number 1. If any questions are missing from your booklet, be sure to tell the proctor. This booklet should contain ____ questions on ____ pages.
7. **REMEMBER:** SELECT ONLY ONE ANSWER FOR EACH QUESTION.
8. When instructed to begin, you are to complete your examination within the time limit specified on the cover of this exam booklet. You may turn in your examination materials as soon as you have completed the examination. Raise your hand if you have a question during the course of the examination; a proctor is available to help you.

For a State Application, please go to this website:

<http://oser.state.wi.us/application.asp>

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